



# City of Mountain View Quarterly Newsletter

FIND YOUR CITY OF MOUNTAIN VIEW  
SPRING RECREATION BROCHURE  
AND THE RESOURCE INSIDE!

# THE VIEW

SPRING 2003

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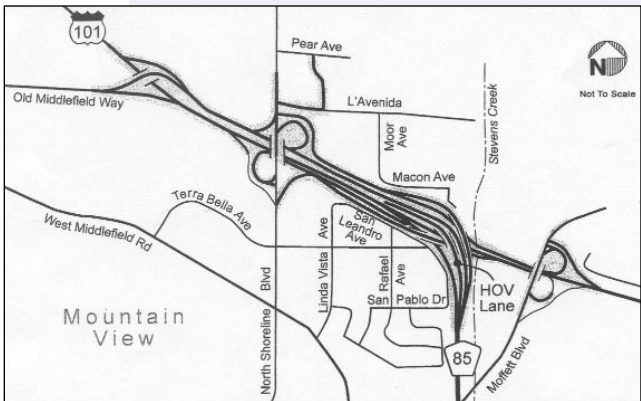
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## Highway 101/85 Improvements Coming

The Valley Transportation Authority (VTA) and Caltrans began work this January on a \$142-million project to make improvements to Highway 101 between Moffett Boulevard and Old Middlefield Way. The project affects four major interchanges in Mountain View and is designed to improve access and reduce congestion. Plans call for separating the movement of traffic between Highways 101 and 85, and reducing merging traffic flows.

The project will include new ramps at the Moffett Boulevard interchange; a new bridge and ramps at the Old Middlefield Way interchange; new ramps at the Shoreline Boulevard interchange; and new and additional ramps at the Route 85 interchange. The project also includes a new City street

connecting Pear Avenue and La Avenida, as well as extensive new landscaping. The construction is expected to take three years to complete.



The City is working with the VTA to ensure that the impacts of the construction on motorists and residents are mitigated to the greatest extent possible. The VTA will provide commuters and residents with construction updates through radio announcements, notices to affected businesses and property owners, roadway signs, and information on their web site at [www.vta.org](http://www.vta.org). Information is also available by calling the Mountain View Public Works Department at (650) 903-6311. **V**

## City Adjusts to Revenue Reductions

As Mountain View begins the Fiscal Year (FY) 2003-2004 budget process, the City is faced with a major decline in revenue due to the economic slowdown. Many of the City's revenue sources are down, including sales tax, hotel tax, and developer fees. In addition, two major corporations have relocated outside the City, further impacting sales tax.

The General Operating Fund, which supports the majority of City operations such as public safety, community development, community services, public works and library services, is particularly impacted by the economic slow down. One of the General Fund's largest revenue sources is sales tax. For the current fiscal year, sales tax is estimated to be about \$14 million. This is a decline of approximately \$10 million over the last two years. Other major revenues that support the General Fund include property taxes, and interest and property leases.

In addition to the decline in tax revenue, the Governor has issued a midyear budget reduction proposal to balance the State's current-year budget that would reduce the revenue of cities throughout California. The Governor's proposal reduces revenue the cities usually receive from vehicle license fees, suspends State reimbursements to

cities, and reduces public library funds. In the case of Mountain View, the total revenue loss from these cuts could total more than \$1.6 million for the remainder of this fiscal year, increasing to an estimated \$3.2 million in FY 2003-04.

In anticipation of the declines in revenue, the City Council included \$6.5 million in expenditure reductions and budget restructuring in the FY 2002-03 Adopted Budget. Since then the City has taken additional actions to curb expenditures in the current fiscal year, including a hiring freeze that has been in effect since January 2002. For FY 2003-04, City departments have prepared budget reduction proposals aimed at maintaining essential services and facilities, minimizing impacts on services to the public, and protecting the City's long-term fiscal integrity.

During the FY 2003-04 budget process, the City Manager will present reduction recommendations to the City Council for their consideration. The City Council will then review and discuss these recommendations and make final decisions at budget hearings in June. The City's annual budget must be adopted by the City Council prior to July 1. **V**

## New Curbside Clean Up Program Kicks Off

**On-Call Plus**, a new program that allows residents to make an appointment to have bulky items such as sofas and appliances picked up curbside, kicks off this year. This new, service-on-demand program replaces the annual Spring Clean Up program.

For more information about On-Call Plus and news about new garbage and recycling carts, check out the enclosed issue of *The Resource*, Mountain View's recycling and reuse newsletter. **V**





# THE VIEW

*The View* is a quarterly newsletter published by the City of Mountain View.

*The View* is delivered by bulk mail to every residential address and many businesses in Mountain View.

**Mountain View City Council**  
Mayor: R. Michael Kasperzak, Jr.  
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[www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us) or

CITYLINK INFORMATION:  
(650) 526-7600

A limited supply of extra copies of *The View* is available at City Hall, 500 Castro Street Mountain View Public Library, 585 Franklin Street and the Community Center, 201 S. Rengstorff Avenue.

*The View* is printed on 40% recycled paper

CITY MISSION STATEMENT  
The City of Mountain View provides quality services and facilities that meet the needs of a caring and diverse community in a financially responsible manner.



## Library Opens New Teen Zone for Young People



A new Teen Zone opens at the Mountain View Library on Saturday, May 3 with an after-hours party in the Library from 7:30 p.m. to 10:30 p.m. The Teen Zone is an area on the first floor of the building at 585 Franklin Street designed for use by young people. Mountain View teens are invited to preview the new space and join in the fun of food and music.

The idea for the new Teen Zone was created by the Library's Teen Advisory Group, which worked closely with Library staff throughout 2002 to develop the project. The Teen Zone includes many of the young people's suggestions, including a rotating display of teen art, a collection of textbooks for use in the Library, and a meeting space where teens can talk and work together on school projects.

An expanded collection of magazines, music CDs, DVDs, CD ROMS and popular books of interest to young people will be available in the Teen Zone.

The project was funded by the City of Mountain View with contributions from the Friends of the Mountain View Library, and corporate and private donations. For more information about teen services at the Library, call (650) 903-6337.

## Stevens Creek Trail Update



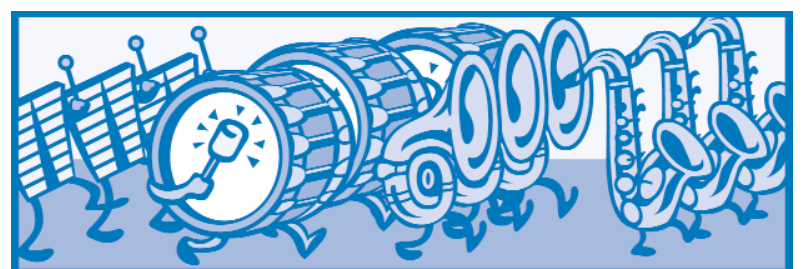
The City is in the process of completing the Environmental Impact Report (EIR) for the final section of the Stevens Creek Trail in Mountain View. Reach 4, Segment 2 will be 1.7 miles long and run from Yuba Drive to Mountain View High School.

Stevens Creek Trail is a bike and pedestrian trail that connects many of the City's park, recreation and open space facilities. It is used by more than 1,000 people each day for recreation and commuting. Currently, trail users can travel from Shoreline at Mountain View Park along San Francisco Bay to the El Camino Real area. This final section will extend the trail to Mountain View High School.

The Draft EIR for Reach 4, Segment 2 was released in July, 2002 and followed by a 45-day period for public comment. Based on these comments, revisions were made to design plans. This spring, staff will meet with permitting agencies and organizations to review the revisions. A final EIR is expected by early summer and will be reviewed by the Parks and Recreation Commission. It is expected to go to the City Council for review and certification late this summer.

For more information about the Stevens Creek Trail, call the Public Works Department at (650) 903-6311.

## City Celebrates 25th Annual Downtown Parade



Join friends and neighbors for Mountain View's 25th Annual Downtown Parade as it marches down Castro Street on April 26th, beginning at 12:00 noon.

This year's parade theme is 'A Day at the Beach.' The parade ends at City Hall, 500 Castro Street, where the fun continues behind Civic Center Plaza in Pioneer Park. Post-parade activities in the Park will feature entertainment, children's carnival games, a music DJ and food.

Owners of interesting vehicles, entertainers and community, school and neighborhood groups are encouraged to participate. No political or commercial groups are permitted.

Applications to participate in the parade are available at the Mountain View Community Center, 201 South Rengstorff Avenue, Monday through Friday between 8:30 a.m. and 5:00 p.m. The application deadline is Friday, April 4, 2003.

For more information, contact the Recreation Division at (650) 903-6331.



# Changes Planned For City Water

## Spotlight On How Businesses Can Prepare

The San Francisco Public Utilities Commission (SFPUC) will convert its drinking water disinfectant from chlorine to chloramine in late fall 2003. The conversion will involve most water users in Mountain View and most customers will not notice the change. If you reside or work in the area bounded by Cuesta Drive to the south and extending north, east and west to City boundaries, your water will be disinfected by chloramine after the SFPUC conversion.

The conversion will allow the City to meet stricter State and Federal regulations, and ensure high quality drinking water for Mountain View residences and businesses.

Although people and animals can safely drink chloraminated water, chloramine, like chlorine, must be removed or neutralized in water for special users. These users include some business and industrial customers, kidney dialysis patients, and fish and amphibian pets in pond water.

Future issues of *The View* will highlight special use topics. This issue answers some of the most frequently asked questions concerning what business and industry can do to prepare for the conversion.

**What types of businesses and industries need to plan for the conversion?** Businesses include, but are not limited to, pharmaceutical and photographic laboratories, microchip manufacturers,


biotech companies, breweries, restaurants, and seafood suppliers with fish tanks.

**What can businesses do to prepare for the conversion?** If your business uses water in any treatment process, or for food or beverage preparation, determine if the current filtration and treatment system you use for the removal of chlorine must be modified to remove chloramine.

**If my business needs to make changes to its treatment system, what should I do?** Contact a water treatment professional or your filtration supplier for advice on necessary changes. Companies requiring regulatory approval for their products should start early to obtain needed approvals.

**What have other companies tried?** Companies report they supplement their filtration system with additional carbon canisters or increase the chemical dosage to remove chloramine. Start monitoring your system before the conversion and continue afterward to ensure treated water meets your requirements.

Chloramine cannot be removed by boiling water, adding salt or letting water sit in an open container.

For more information about the chloramine conversion, call the Mountain View information line at (650) 903-6543, or access more information online at [better.sfwater.org](http://better.sfwater.org) and [www.ci.mtnview.ca.us/citynews/chloramine.htm](http://www.ci.mtnview.ca.us/citynews/chloramine.htm). 



The *View's* Ask City Hall column presents some of the questions most frequently asked at the City's Central Reception Desk. If you have a questions regarding City services, programs or about the City in general, contact the City by:

- **Telephone:** (650) 903-6300
- **Fax:** (650) 903-6039
- **E-mail:** [city.clerk@ci.mtnview.ca.us](mailto:city.clerk@ci.mtnview.ca.us)
- **Internet:** [www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us) or [www.mountainview.gov](http://www.mountainview.gov)
- **Post:** P.O. Box 7540, Mountain View, CA 94039-7540

**Question:** I don't often know which City department to contact when I have a problem or question about City services. How can I find out which department can help me without having to make a lot of phone calls to City Hall?

**Answer:** This issue of *The View* contains a directory of City Hall phone numbers by subject and department. (See page 6.) Keep the directory with your other telephone books and information, so that you'll always have a handy guide for contacting City departments.

If you're still unsure which department to contact, call the City Manager's Office at (650) 903-6301.

# Mayor's 7th Annual Youth Conference Brings Young People and Community Leaders Together

Nearly two hundred local teens attended the 7th Annual Mayor's Youth Conference held on November 19, 2002. The purpose of the Conference is to create a forum for the exchange of ideas between young people and community leaders.

This year, a wide range of local activists, advocates and volunteers were invited to meet with teen representatives from local schools. The focus of the 2002 Conference was increasing youth involvement in the community. Teens worked with adult facilitators to learn how to research interests and ideas, how to network with others, and how to develop community action plans.

Comments and ideas from this year's Conference will be used to provide input for the planning and development of future services and programs for young people.

Ideas and suggestions raised during previous conferences have been incorporated into new City and community programs and services, such as the City's Youth Advisory Groups, Teen Center and Skate Park.

For more information about the Mayor's Youth Conference, call the Recreation Division at (650) 903-6331. 



## Council Considers Making New Senior Center A Priority

As this issue of *The View* goes to press, the City Council is scheduled to consider reallocating funds for the construction of a new Community Center to the construction of a new Senior Center. At the present time, there are insufficient funds to do both projects. The proposal to build the Senior Center first is the result of a recent study that determined the current Senior Center building at 266 Escuela has significant seismic, electrical, plumbing and accessibility issues.

An update on the Council's decision will be available in the Summer issue of *The View*, published May 1.

For more information, call the Public Works Department at (650) 903-6311.






# City Celebrates Arbor Day

The City of Mountain View will mark Arbor Day this year with a celebration on Saturday, March 15. The festivities begin at 10:00 a.m. with a special reading program at the Library, 585 Franklin Street. The fun continues from 11:00 a.m. to 1:00 p.m. in Pioneer Park, located at 1146 Church Street behind the Civic Center. Activities include a tree planting ceremony, face painting, guided tree walks, and interactive information booths.

Prior to Arbor Day on March 8, the City will distribute 85 new trees to residents who have pledged to plant and care for them on their property as part of the City's celebration.

The Arbor Day celebration was initiated by the City's Parks and Recreation Commission and is sponsored by the City. The purpose of the celebration is to bring the many benefits provided by trees to public attention and to encourage an appreciation of trees.

For more information about Mountain View's Arbor Day celebration, call the Forestry and Roadway Landscape Division at (650) 903-6273. 



QUESTIONS? SUGGESTIONS?

## Mountain View Citygram

How are we doing? Feedback from you is very important to us. Curious about a City service or program? Have an idea you'd like to share? Know a City employee who did a particularly good job? The City Manager's Office would like to hear from you. Send your remarks on a Citygram and you will receive a prompt response from the appropriate City department.

Thank you for your comments.

Send your comments to the Mountain View City Manager's Office, Post Office Box 7540, Mountain View, CA 94039

NAME

DATE

ADDRESS

ZIP CODE

DAYTIME PHONE

I would like a reply:

☐ by telephone ☐ by mail

☐ no reply necessary

For City Staff use:

# City CarShare Offers Time-Share Car Rental Service in Mountain View

City CarShare, a non-profit car-sharing program, is expanding its service to Mountain View. CarShare has a fleet of 85 cars available at 30 locations throughout the Bay Area. The CarShare program is designed to allow drivers access to low-cost rental cars 24 hours-a-day by picking them up at locations near mass transit stations. The City of Mountain View has agreed to provide two CarShare parking spaces near the Transit Center on Evelyn Avenue and Castro Street.

The new time-share car rental service allows subscribers to reserve and use vehicles by the hour for as long as the vehicle is needed. The car-sharing concept is intended to encourage the use of mass transit and to provide a cost-effective alternative to private car-ownership.

To sign up, you must have a driver's license, be over 21, pay an application fee and make a deposit. There is also a small, monthly fee.

After you're approved for the program, you can rent a car for any purpose and any destination for as long as you wish. Members pay \$3.50 per hour (capped at \$35 per day) and 37 cents per mile. The cost includes gas, maintenance and insurance. The average CarShare member's monthly bill is \$70, as opposed to the estimated \$500 the average Bay Area car owner pays.

For more information about City CarShare, visit [www.citycarshare.org](http://www.citycarshare.org) or call (415) 995-8588. 

## Adobe Building Listed on National Register of Historic Places




Mountain View's recently renovated Adobe Building at 157 Moffett Boulevard has been selected to be listed on the National Register of Historic Places. The National Register identifies and protects historical resources that are of significant value to American history, architecture, archeology, engineering and culture.

The National Register was founded in 1966 and includes approximately 76,000 listings. This is Mountain View's second listing. The first is the Rengstorff House, located in Shoreline Park. A special plaque identifying the Adobe as a National Register building will be placed on site.

The Adobe was built in 1934 as a Works Progress Administration project and functioned as Mountain View's first Community Center. The recent renovation, completed in 2001, restored the building to its original Mission-style architecture and includes a walled garden outside.

Currently, the building is being used by community groups and is available for rental by the public for meetings, community gatherings and small, social events.

For more information about using the Adobe Building, call the Community Services Department at (650) 903-6331. 

## Heritage Tree Ordinance Revised


Mountain View's Heritage Tree Ordinance was amended recently by the City Council to help clarify the process for removing trees from both private and public property. The purpose of the Ordinance is to preserve the character of local neighborhoods by retaining as many large, mature trees in Mountain View as possible.

The Heritage Tree Ordinance protects particular sizes and types of trees by requiring a permit from the City before certain trees can be removed. The latest revisions to the Ordinance clarify the requirements for removing heritage trees, the conditions for a permit, the process for explaining why a permit is denied, and requirements for posting notice when a tree is removed.

Trees that are protected by the Ordinance and require a permit for removal include:

- **By size**—Any tree which has a trunk with a circumference of 48" or more measured at 54" above the ground.
- **By species**—Any oak, redwood or cedar tree with a circumference of 12" or more measured at 54" above the ground.
- **By Council designation**—Any tree or grove of trees designated by the City Council to be of special historical value or significant community benefit.

Removal permits are required for the removal of heritage trees on private property or City-owned parks and land.

For more information about removing a tree related to construction or development, call the Community Development Department at (650) 903-6306. For more information about removing a tree that is not related to development, call the Community Services Department at (650) 903-6273. 



# Volunteer News

## Connecting with your Community

The City of Mountain View's Volunteer Services Program gives you the opportunity to turn your special talents and abilities into positive action. The Volunteer Services Program is committed to citizen participation by matching people with volunteer opportunities. For more information, call Rae Blasquez, Coordinator of Volunteer Services, at (650) 903-6607.

## Current Volunteer Opportunities

**Fire Department**—CERT Team—Volunteers are needed to assist with coordinating and conducting Community Emergency Response Team training for the community. Volunteers are also needed to assist with creating display boards and organizing public education materials. For more information, call (650) 903-6607.

**Police Department**—HAPP Team—The Police Department's Handicapped Area Parking Patrol (HAPP) team needs volunteers. Help educate the public about handicapped parking regulations and help enforce them. Volunteers must be at least 18 years old. A training course is provided. Team members work in pairs. For more information, contact Community Service Officer Jim Bennett at (650) 903-6357.

**Police Department**—Home Security Inspections—Volunteers are needed to assist with home security inspections. Training is provided. For more information, contact Community Service Officer Jim Bennett at (650) 903-6357.

**Various Departments**—Office Assistant—Volunteers are needed to help with a variety of tasks such as data entry, copying, collating, mailings, filing and phones. Days and hours are flexible. For more information, call (650) 903-6607.

**Various Departments**—Visual Marketing Assistant—Use your graphic design talents to help create display boards and other visual marketing tools. Hours and days are flexible. For more information, call (650) 903-6607.

**Center for the Performing Arts**—Ushers are needed to assist patrons during performances at the Center. The next two-session usher training will be Monday, March 3 and March 10 at 7:00 p.m. in the Mainstage at the Center. Volunteers must attend both sessions. For more information, call Jennifer Stokely at (650) 903-6568 or mail [jennifer.stokely@ci.mtnview.ca.us](mailto:jennifer.stokely@ci.mtnview.ca.us).

**Center for the Performing Arts**—Art Docents are needed to host the public art work on display in the lobby of the Performing Arts Center on Monday, Wednesday or Friday

*These are just a few ways that you can get involved. If you have an idea or special skill or talent to offer, call the Volunteer Program. Contact Coordinator of Volunteer Services Rae Blasquez today at (650) 903-6607.*



from 12:00 noon to 1:00 p.m. For more information, call the Volunteer Coordinator at (650) 903-6568.

**Deer Hollow Farm School Year**—Teaching docents are needed to help children learn about farm life, the wilderness and California Native Americans for the Fall/Winter/Spring school year. Garden, maintenance, livestock and weekend docents are also needed. Training is provided. For more information, call Deer Hollow Farm at (650) 903-6430.

**Shoreline**—Volunteer Rangers are needed to work at the Gatehouse to greet visitors, provide information and monitor activities. Patrol Rangers are needed for both Shoreline and Stevens Creek Trail to provide visitor information, help educate the public about trail policies and keep the trails free of litter. All volunteer Rangers are supplied with an information manual, uniform and training. The Trail Rangers are supplied with a two-way radio for emergencies. All opportunities are available 7-days-a-week. Trail hours are flexible. The Gatehouse is staffed in three-hour shifts. Volunteers must be at least 18-years old. For more information, call Ginny Kaminski at (650) 903-6073 or email [ginny.kaminski@ci.mtnview.ca.us](mailto:ginny.kaminski@ci.mtnview.ca.us).

**Rengstorff House and Garden Docents**—Volunteers are needed at the City's historic Rengstorff House. Education Docents have the opportunity to reminisce about the past while conducting tours of the restored house. The House is open on Sundays, Tuesdays and Wednesdays from 11-5, staffing is in three-hour shifts. Garden docents are needed to work in the gardens and provide flower arrangements for the House. Work hours are flexible. For more information, call Ginny Kaminski at (650) 903-6073 or email [ginny.kaminski@ci.mtnview.ca.us](mailto:ginny.kaminski@ci.mtnview.ca.us).

## Upcoming Volunteer Opportunities

**Spring Downtown Parade**—Volunteers are needed to help at the 25th Annual Downtown Parade on Saturday, April 26. Help is needed with set up, decorations, face painting, game booths and block monitoring. For more information, call the Volunteer Services Office at (650) 903-6607.

**Community Development**—Mediators—The City will soon be recruiting volunteers to help resolve rental housing, neighborhood, consumer and workplace disputes as mediators. Volunteers must successfully complete a 32-hour training course to learn mediation skills and conflict resolution techniques. Applicants must live, work or own property in Mountain View. For more information and to obtain applications, call the Mediation Office at (650) 960-0495.

## E-Mail Provides Direct Link to City Departments

Have a question? Need help in finding a solution to a problem? Now you can contact City departments directly via the Internet.

Contact City staff or departments at the electronic mail (e-mail) addresses listed below:

**City Attorney:**  
[city.attorney@ci.mtnview.ca.us](mailto:city.attorney@ci.mtnview.ca.us)

**City Clerk:**  
[city.clerk@ci.mtnview.ca.us](mailto:city.clerk@ci.mtnview.ca.us)

**City Manager:**  
[city.mgr@ci.mtnview.ca.us](mailto:city.mgr@ci.mtnview.ca.us)

**Community Development Department:**  
[community.dev@ci.mtnview.ca.us](mailto:community.dev@ci.mtnview.ca.us)

**Parks Division:**  
[parks@ci.mtnview.ca.us](mailto:parks@ci.mtnview.ca.us)

**Performing Arts Division:**  
[performing.arts@ci.mtnview.ca.us](mailto:performing.arts@ci.mtnview.ca.us)

**Public Library:**  
[library@ci.mtnview.ca.us](mailto:library@ci.mtnview.ca.us)

**Recreation Division:**  
[recreation@ci.mtnview.ca.us](mailto:recreation@ci.mtnview.ca.us)

**Shoreline at Mountain View Division:**  
[shoreline@ci.mtnview.ca.us](mailto:shoreline@ci.mtnview.ca.us)

**Shoreline Golf Links Division:**  
[golf@ci.mtnview.ca.us](mailto:golf@ci.mtnview.ca.us)

**Employee Services Department:**  
[employee.services@ci.mtnview.ca.us](mailto:employee.services@ci.mtnview.ca.us)

**Finance and Administrative Services Department:**  
[finance@ci.mtnview.ca.us](mailto:finance@ci.mtnview.ca.us)

**Fire Department:**  
[fire@ci.mtnview.ca.us](mailto:fire@ci.mtnview.ca.us)

**Fire Department Hazardous Materials:**  
[environmental.programs@ci.mtnview.ca.us](mailto:environmental.programs@ci.mtnview.ca.us)

**Police Department:**  
[police@ci.mtnview.ca.us](mailto:police@ci.mtnview.ca.us)


**Public Services Division:**  
[public.services@ci.mtnview.ca.us](mailto:public.services@ci.mtnview.ca.us)

**Public Works Department:**  
[public.works@ci.mtnview.ca.us](mailto:public.works@ci.mtnview.ca.us)

Want to browse the City's web page? Find the latest employment listings, City Council agendas, Moffett Field news, Center for the Performing Arts performances, and other City information at:

**[www.ci.mtnview.ca.us](http://www.ci.mtnview.ca.us)** or  
**[www.mountainview.gov](http://www.mountainview.gov)**

## Community Yard Sale: Booths Available

Enjoy a fun day of bargain hunting as the City of Mountain View Community Services Department/Recreation Division hosts its Eighth Annual Community Yard Sale. On Saturday, May 31, 2003, from 8:30 a.m. to 2:00 p.m., Rengstorff Park will be alive with residents and nonprofit groups selling gently used treasures. Space is \$26 with a table; \$10 for space only (no table). Sellers: No new or handmade items, please. Come check out this giant yard sale, where you will find good food, hot bargains and cool entertainment. For yard sale booth space, call Cheri Mingst at (650) 903-6405. Space is limited. Booth space registration deadline is Friday, May 2, 2003. 

# CITY PHONE NUMBERS

From A(nimals) to Z(oning), the **CITY OF MOUNTAIN VIEW** provides its residents with a wide variety of services. This directory has been developed as a handy and useful guide to City information and services. For general information, call (650) 903-6300. You can also discover a wide variety of information about the City of Mountain View by calling CityLink, the City’s automated phone information system with more than 300 pre-recorded messages about City programs and services at (650) 526-7600.

### ANIMALS

Barking dogs (Neighborhood Mediation)	960-0495
Dog leash violations	903-6395
Illegal pets	903-6313
Licensing, stray animal pick up, spay/neutering services, animal bites	496-5971
Off Leash Dog Permits	903-6331

### CABLE TELEVISION

Cable television service/repairs (AT&T)	(800) 945-2288
Public Access programming (KMYT Channel 15)	968-1540

### CENTER FOR THE PERFORMING ARTS

Administration	903-6565
Special patron services	903-6000
Ticket services	903-6000

### CITY ATTORNEY

City Attorney	903-6303
Political signs	903-6303

### CITY CLERK

Birth certificates	(408) 299-2481
City Code, copies	903-6304
City Council:	
Meeting agendas	903-6304
Meeting information	903-6304
Elections	903-6304
Official City records	903-6304
Marriage licenses	(408) 299-2481
Voter registration	(408) 299-8302

### CITY COUNCIL, BOARDS, COMMISSIONS AND COMMITTEES

Board, commission & committee information/applications	903-6304
City Council:	
Meeting agendas	903-6304
Meeting information	903-6304
Mayor and Councilmembers	903-6304

### CITY MANAGER

Cable television franchise	903-6301
City Manager	903-6301
Community outreach	903-6145
Community relations	903-6301

### CITY DEPARTMENTS

City Attorney	903-6303
City Clerk/City Council	903-6304
City Manager	903-6301
Community Development/Planning	903-6306
Community Services	903-6331
Employee Services	903-6309
Finance & Administrative Services	903-6316
Fire	903-6365
Library Services	903-6335
Police	903-6344
Public Works	903-6311

### CITY HALL/GENERAL GOVERNMENT

General information	903-6300
TDD	967-0158

### CODE ENFORCEMENT

Code enforcement inquiries	526-7713
Zoning violations	526-7713

### COMMUNITY DEVELOPMENT/PLANNING DEPARTMENT

Administration	903-6306
Building inspection	903-6313
24 hour scheduling	903-6371
Community Development Block Grants (CDBG)	903-6379
Economic Development	903-6306
Neighborhood Preservation	903-6379
Planning and Zoning	903-6306

### COMMUNITY OUTREACH

Community outreach	903-6145
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### COMMUNITY SERVICES DEPARTMENT

Administration	903-6331
Center for the Performing Arts	903-6565
Forestry and Roadway Landscaping	903-6273
Parks	903-6326
Recreation	903-6331
Shoreline Park at Mountain View	903-6392
Shoreline Golf Links	903-6178

### EMERGENCIES

Police/Fire	911
Water/sewer	903-6329

### EMPLOYEE SERVICES DEPARTMENT

Administration	903-6309
Job openings (recording)	903-6310

### FINANCE & ADMINISTRATIVE SERVICES DEPARTMENT

Administration	903-6316
Business licenses	903-6317
Parking permits	903-6317
Purchasing	903-6324
Refuse collection:	
Billing	903-6317
Service (start/stop)	903-6317
Water/sewer:	
Billing	903-6317
Service (start/stop)	903-6317

### FIRE DEPARTMENT

Emergencies	911
TDD	967-0158
Emergency Communications Center (non-emergency)	903-6395
Administration	903-6365
Environmental safety/hazardous materials	903-6378
Fire prevention	903-6365
Industrial waste	903-6378
Emergency Services/neighborhood disaster preparedness	903-6365

### FORESTRY AND ROADWAY LANDSCAPING

Administration	903-6273
City tree services	903-6273
Heritage tree removal permits	903-6273
Tree damage to sidewalks	903-6329

### GANGS

Gang prevention	903-6348
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### GRAFFITI

Graffiti abatement	903-6767
Graffiti in progress	911

### HAZARDOUS MATERIALS

Hazardous materials permits	903-6378
Hazardous materials storage and handling	903-6378
Household hazardous waste collection	(408) 299-7300
Industrial waste discharge permits	903-6378

### HOUSING

Apartment inspections	903-6365
Below market rate housing program	903-6379
Rental issues (tenant/landlord mediation)	960-0495

### LIBRARY SERVICES DEPARTMENT

Administration	903-6335
Bookmobile	903-6337
Children’s Room	903-6888
Circulation Desk	903-6336
Dial-A-Story	903-6771
Renewals by telephone	903-6885
Reference Desk/information	903-6337

### LICENSES AND PERMITS

Building permits	903-6313
Business licenses	903-6317
Dance permits	903-6185
Demolition permits	903-6313
Dog licenses	496-5971
Encroachment permits	903-6311
Fire hydrant use permits	903-6329
Fire Prevention Bureau permits	903-6378
Hazardous materials permits	903-6378
Heritage tree removal permits	903-6273
Industrial waste discharge permits	903-6378
Off leash permits	903-6331
Parking permits	903-6317
Street closure permits	903-6185
Street cut permits	903-6311

### NEIGHBORHOODS/PROPERTY MAINTENANCE

Abandoned vehicles	903-6358
Apartment inspections	903-6365
Building code violations	903-6313
Graffiti abatement	903-6767
Graffiti in progress	911
Illegal fence installation	903-6306
Illegal building addition	903-6313
Noise	903-6344
Shopping carts	903-6767
Smoking ordinance violations	903-6344

### NOISE

Barking dogs (Neighborhood Mediation)	960-0495
Code Enforcement	903-6344
Moffett Federal Air Field	
Aircraft	604-2940
Wind tunnel	604-5054
San Francisco International Airport Airport Noise	821-5100
San Jose International Airport Airport Noise	(408) 277-5246

### PARKS

Administration	903-6326
Alcohol consumption in City parks	903-6344
Park maintenance	903-6326

### POLICE DEPARTMENT

Emergencies	911
Police nonemergency	903-6395
TDD	967-0158
Administration	903-6350
Auto theft investigations	903-6348
Burglary investigations	903-6348
Community Action and information	903-6357
Dance permits	903-6185
Drug tip hotline	961-5800
Field Services Patrol and Traffic	903-6344
Forgery/fraud investigations	903-6348
Gang prevention	903-6348
General information	903-6344
Internal Affairs	903-6353
Investigative Service Detectives	903-6348
Neighborhood Watch	903-6161, ext. 1167
Police Reserves	903-6715
Records	903-6344
School Resource Officer	903-6348
Street closure permits	903-6185
Warrants	903-6344

### PUBLIC WORKS DEPARTMENT

Abandoned shopping carts	903-6767
Administration	903-6311
Capital projects	903-6311
Encroachment permits	903-6311
Engineering	903-6311
Property agent	903-6311
Recycling	903-6227
Refuse collection service complaints	903-6227

### PUBLIC SERVICES DIVISION

Administration	903-6329
Graffiti abatement	903-6767
Sidewalk repair	903-6329
Street cleaning	903-6329
Street light outages	903-6514
Water conservation hotline	903-6216
Water/sewer:	
Billing	903-6317
Problems	903-6329
Service (stop/start)	903-6317

### RECREATION

Administration	903-6331
BBQ area reservations	903-6332
Deer Hollow Farm	903-6430
Eagle Park pool	903-6413
Field reservations	903-6404
Off leash permits	903-6331
Programs/classes	903-6331
Rengstorff Park pool	903-6414
Senior Center	903-6330

### SHOPPING CARTS

Abandoned carts	903-6767
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### SHORELINE AMPHITHEATRE

Administration	967-3000
Box Office	967-4040
Resident concert hotline	903-6605

### SHORELINE AT MOUNTAIN VIEW PARK

Administration	903-6392
Lakeside Cafe	965-1745
Michaels at Shoreline	962-1014
Sailing Lake	965-7474
Rengstorff House Rental information	903-6088

### SHORELINE GOLF LINKS

Administration	903-6178
Pro Shop/tee times	969-2041

### SOLID WASTE/RECYCLING COLLECTION

Billing	903-6317
Service (stop/start)	903-6317
Complaints and info	967-3034
Cleanup Programs	967-3034
Business Recycling	967-3034
Household Hazardous Waste collection	(408) 299-7300

### STREETS, TRAFFIC AND PARKING

Burned-out street lights	903-6514
Commercial vehicles parked in residential areas	903-6344
Downtown parking lot maintenance	903-6329
Parking violations:	
General	903-6344
On street	903-6344
On yard	526-7713
Street cleaning	903-6329
Street closure permits	903-6185
Street construction inquiries	903-6311
Traffic hazards	911
Traffic signal malfunctions	903-6311
After business hours	911

### UTILITIES

Billing inquiries/payments	903-6317
Water/sewer service (start/stop)	903-6317
Water/sewer/storm drain stoppages	903-6329
Water conservation hotline	903-6216

### VOLUNTEERS

Volunteer services	903-6607
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March

- 4

**Downtown Committee,**  
8:00 am,  
City Attorney's Conference Room
- City Council,** 6:30 pm, CC
- 5

**Environmental Planning Commission,**  
7:00 pm, CC
- 6

**Human Relations Commission,**  
6:30 pm, PCR
- 7

**Household Hazardous Waste**  
Drop-off in San Jose.  
Call (408) 299-7300 for an appointment.
- 8

**Household Hazardous Waste**  
Drop-off in San Jose.  
Call (408) 299-7300 for an appointment.
- 12

**Visual Arts Committee,** 6:00 pm, ACR  
  
**Parks and Recreation Commission,**  
7:00 pm, Library Community Room,  
585 Franklin Street
- 15

**Arbor Day Celebration,**  
Festivities begin at 10:00 a.m.  
at the Library, 585 Franklin  
and continue from  
11:00 a.m.. to 1:00 p.m.,  
in Pioneer Park, 500 Castro Street



- Household Hazardous Waste**  
Drop-off in Sunnyvale.  
Call (408) 299-7300 for an appointment.
- 17

**Library Board,** 7:30 pm,  
Library Conference Room,  
585 Franklin Street
- 18

**Community Development Block  
Grant (CDBG) Hearing,**  
6:30 p.m., CC
- 19

**Environmental Planning Commission,**  
7:00 pm, CC

Want to know more about  
biking in Mountain View?

The City's Bicycle/Pedestrian Advisory Committee meets the last Wednesday of each month at 6:30 p.m. in the Plaza Conference Room in City Hall, 500 Castro Street.

Meetings are open to the public.

To learn more about the Committee, call Peter Skinner in the Public Works Department at (650) 903-6311.

- 22

**Household Hazardous Waste**  
Drop-off in Milpitas.  
Call (408) 299-7300 for an appointment.
- 25

**City Council,** 6:30 pm, CC
- 26

**Bicycle/Pedestrian Advisory  
Committee**  
6:30 pm, PCR
- 29

**Household Hazardous Waste**  
Drop-off in Los Altos.  
Call (408) 299-7300 for an appointment.

April

- 1

**Downtown Committee,**  
8:00 am,  
City Attorney's Conference Room
- 2

**Environmental Planning Commission,**  
7:00 pm, CC
- 3

**Human Relations Commission,**  
6:30 pm, PCR
- 4

**Application deadline for entry in  
the 25th Annual Downtown Parade.**  
For more information, call the Recreation  
Division at (650) 903-6331.
- 8

**City Council,** 6:30 pm, CC
- 9

**Visual Arts Committee,** 6:00 pm, ACR  
  
**Parks and Recreation Commission,**  
7:00 pm, Library Community Room,  
585 Franklin Street
- 11

**Household Hazardous Waste**  
Drop-off in San Jose.  
Call (408) 299-7300 for an appointment.
- 12

**Household Hazardous Waste**  
Drop-off in San Jose.  
Call (408) 299-7300 for an appointment.
- 19

**Household Hazardous Waste**  
Drop-off in Sunnyvale.  
Call (408) 299-7300 for an appointment.
- 21

**Library Board,** 7:30 pm,  
Library Conference Room,  
585 Franklin Street
- 22

**City Council,** 6:30 pm, CC
- 23

**Environmental Planning Commission,**  
7:00 pm, CC
- 26

**25th Annual Mountain View Parade,**  
begins at 12:00 noon on Castro Street.  
A celebration in Pioneer Park follows the  
parade.  
  
**Household Hazardous Waste**  
Drop-off in Santa Clara.  
Call (408) 299-7300 for an appointment.
- 30

**Bicycle/Pedestrian Advisory  
Committee,**  
6:30 pm, PCR

CC – Council Chambers, City Hall  
PCR – Plaza Conference Room, City Hall  
ACR – Atrium Conference Room, City Hall

All dates are subject to change. Contact the City Clerk's Office at (650) 903-6304 to confirm dates and times.

Shoreline  
Amphitheatre  
Resident Ticket  
Policy

Shoreline Amphitheatre is one of the premier concert venues in the Bay Area. Along with its convenient location in Mountain View, city residents may purchase tickets for most events at Shoreline Amphitheatre one day in advance of the general public. Tickets to Amphitheatre events usually go on sale to the public on Sundays during the concert season.

To participate in the program, residents must first obtain a Resident Identification Card from the Shoreline Amphitheatre Box Office. Beginning in mid-April, Resident Identification Cards will be issued at the Box Office Monday through Friday, from 10:00 am to 5:00 pm, and on resident ticket sales days from 12:00 noon to 2:00 pm.

Valid proof of residency is required to issue the identification card and to purchase tickets. Proof of residency may include a valid California driver's license, or DMV-issued California identification card, along with a current utility bill, such as a PG&E, phone, water or cable bill, indicating your name and a Mountain View address. Students may present a school picture identification card, along with a current report card mailed to their Mountain View address.

Information on new events is available by calling the Mountain View Resident Hotline at (650) 903-6605. A full description of the resident ticket program along with its requirements and restrictions may be obtained at the Shoreline Amphitheatre Box Office.

Call the Shoreline Box Office at (650) 967-4040 for more information.

Biking in Mountain  
View: Do It Smart,  
Make it Safe



One of the most important jobs of the Mountain ViewBicycle/Pedestrian Advisory Committee is to advise the City Council Transportation Committee on issues of bike safety.

The Committee works to make local streets bike-friendly for both adults and young people who use bikes for commuting and recreation. Here are a few important reminders from the Committee about how to cycle safely:

85% of head injuries can be avoided by wearing a bike helmet.

90% of accidental deaths to children bikers occur when they dart into traffic. Teach youngsters to stop and look both ways.

Always ride on the right side of the road with traffic, never against it.

Ride two to three feet from the curb and stay clear of parked cars.

Stop at all stop signs and red traffic lights. When it's safe to proceed, look both ways before entering the intersection. Use hand signals for turns and stopping.

Always yield the right-of-way to pedestrians.